



# JACKSON TURNER

Associate Teller Supervisor

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Interpersonal Skills



Goal Setting



Conflict Resolution



Cash Reconciliation



Customer Feedback



Sales Training



## INTERESTS

📖 Birdwatching 🧳 Traveling

🏆 Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Japanese



Dutch

## ACHIEVEMENTS

★ Increased teller transaction accuracy by 20% through targeted training programs.

★ Achieved a 15% improvement in customer satisfaction scores within one year.

## PROFESSIONAL SUMMARY

Dedicated banking professional with 5 years of experience in teller supervision, focused on fostering team development and optimizing branch operations. Proven expertise in enhancing customer satisfaction through effective leadership, process improvement, and compliance adherence. Enthusiastic about creating a cohesive work environment that elevates service quality and drives performance.

## WORK EXPERIENCE

### Associate Teller Supervisor

📅 Mar / 2022-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Oversee daily operations of a retail bank branch, ensuring all activities align with corporate policies and standards.
2. Coach and develop teller staff by creating and implementing actionable development plans.
3. Conduct confidential customer transactions while ensuring compliance with regulatory audit requirements.
4. Maintain a positive branch environment by effectively managing staff schedules and branch appearance standards.
5. Address customer concerns and conflicts, providing solutions for checking, savings, and lending products.
6. Analyze customer lifestyles to recommend suitable bank products and services.
7. Facilitate documentation for asset verification and assist customers in budget setup.

### Teller Supervisor

📅 Mar / 2020-Mar / 2022

Crescent Moon Design

📍 Portland, OR

1. Lead a team of tellers, overseeing all aspects of transaction processing and vault operations.
2. Supervise the handling of deposits, withdrawals, and various financial transactions with a focus on accuracy.
3. Train staff in needs profiling to enhance customer relationships and promote services effectively.
4. Manage cash counting and reconciliation, ensuring compliance with internal controls and procedures.
5. Order branch funds and provide ongoing training to new and existing tellers to maintain high service standards.
6. Investigate and resolve discrepancies in cash drawers and transactions promptly.

## EDUCATION

### Bachelor of Science in Finance

📅 Mar / 2018-Mar / 2020

University of Arizona

📍 Seattle, WA

Focused on financial management, banking operations, and customer service strategies.